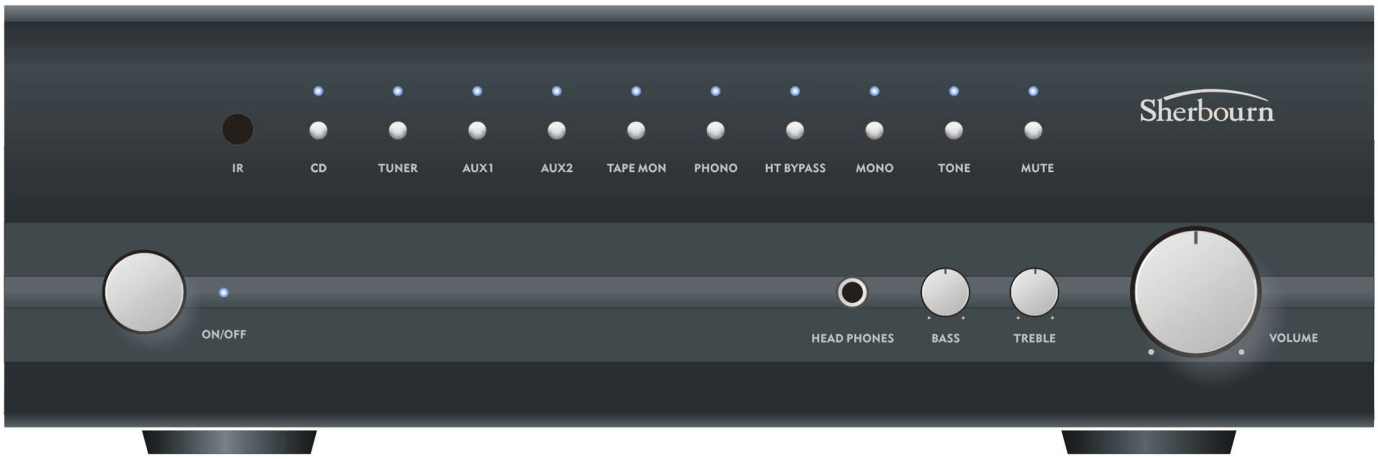
Sherbourn

PRE-1
Remote Controlled Stereo Preamplifier



Owner's Manual

Table of Contents

3 **Thank You From Sherbourn**

4 **Safety Precautions**

5 **NEC (National Electrical Code) Standards**

5 A Note for the Cable Television (CATV) Installer

5 Antenna Grounding Outside the House

5 **Unpacking Your Sherbourn Preamplifier**

6 **PRE-1 Preamplifier Features**

7 **Front Panel Layout**

8 **Rear Panel Layout**

9 **Remote Control**

10 **Connecting Audio Source Units**

10 Connecting to Phono, CD, Tuner, Aux1 and Aux2, Tape, HT Input

10 Connecting to Amplifiers and Speakers

11 Trigger Connections

11 **Troubleshooting Guide**

11 No Sound (from one or more full range speakers)

11 No Low Frequency (or poor output)

11 Sound Drops Out with CD or DVD Playback

11 Remote Not Working

11 External Amplifier(s) Shut Down (often or prematurely)

11 Remotely Connected External Amplifier(s) Do Not Turn Off With PRE-1

11 “Hum” Noises

12 Other Probable Causes of Speaker Noise

12 Problems with the whole A/V System

12 **Licensing and Trademark Disclosures**

12 **Technical Specifications**

13 **Five Year Limited Warranty**

Thank You from Sherbourn

Thank you very much for your decision to purchase one of our superb Sherbourn amplifiers. We take enormous pride in the design and build quality of all of our products and we are confident that our product will provide you with many years of enjoyable and trouble free service. Should you have any need to call upon our services please feel free to contact us at the address shown at the end of this booklet; or, of course, you can contact the dealership from which you purchased the product. Full details of the warranty coverage provided by Sherbourn Technologies can be found at the end of this booklet.

Ron Fone,
President, Sherbourn Technologies, Inc.

Safety Precautions

Read this User's Guide thoroughly before attempting to install and configure the PRE-1 Preamplifier. All the safety and operation instructions should be read before any operation of the component(s) begin. After successful installation and configuration of the PRE-1, be sure to retain this manual in a safe place for any future reference needs.

All warnings on the PRE-1 and in these operating instructions should be followed. Safety is a key component to a long lasting and trouble free installation. The vast majority of the subsequent safety precautions involve simple common sense. If you are not comfortable with the installation of audio/video entertainment equipment, it will be to your benefit to seek the services of a qualified installation professional or call us for help.

The PRE-1 should NEVER be used near water such as a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool etc. There is a risk of electric shock to your body and permanent damage to the equipment. Electric shock may result in permanent bodily injury or death.

The PRE-1 should be situated so that its location or installation position does not interfere with proper ventilation.

The PRE-1 should not be situated on a bed, sofa, rug or similar surface that may block any ventilation openings; or placed in a built-in installation such as a bookcase, cabinet, or closed equipment rack that may impeded the flow of air through ventilation openings. If installed in a closed equipment rack for custom installations, be sure to add forced air ventilation so that it has adequate air circulation.

The PRE-1 should be situated away from heat sources such as radiators, or any other devices which produce heat.

The PRE-1 should be connected to a power supply only of the type described in this User's Guide and what is labeled on the PRE-1 component. Power supply cords should be routed so that they are not in high foot traffic areas or pinched by item placed upon or against them, paying particular attention to cords at the wall plugs, convenience receptacles, and the point where they connect into the PRE-1. The power cord for the PRE-1 should be unplugged from the outlet when unused for a long period of time or just turn off the main power switch on the back of the unit.

When it's time for cleaning the PRE-1, it should be cleaned only as recommended in this User's Guide. Never spray liquids directly into the component's vent openings. Care should be taken so that small objects do not fall into the inside of the PRE-1.

The following situations require that your PRE-1 be serviced only by qualified service personnel;

1. *The power-supply cord or the plug has been damaged; or*
2. *Objects have fallen, or liquid has spilled into the component; or*
3. *The PRE-1 has been exposed to rain; or*
4. *The PRE-1 does not appear to operated normally or exhibits a marked change in performance; or*
5. *The PRE-1 has been dropped, or its enclosure or chassis is damaged.*

The user should never attempt to service the PRE-1 beyond the means described in this User's Guide. All other servicing should be referred to Sherbourn or other qualified service personnel. **To prevent electric shock,** do not use this polarized plug with an extension cord, receptacle or other outlet unless the blades can be fully inserted to prevent blade exposure.

Grounding or Polarization - Precautions should be taken so that the grounding or polarization means of the component is not defeated.

This apparatus does not exceed the Class A /Class B (whichever is applicable) limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications.

ATTENTION — Le present appareil numerique n'emet pas de bruits radioelectriques depassant las limites applicables aux appareils numeriques de classA/de class B (selon le cas) prescrites dans le reglement sur le brouillage radioelectrique edicts par les ministere des communications du Canada.

For questions regarding service, please contact:
Sherbourn Technical Support Department,
19 Sterling Road, North Billerica, MA 01862.
Tel - 978-663-7385
Fax - 978-663-7389
www.Sherbourn.com

WARNING - TO REDUCE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

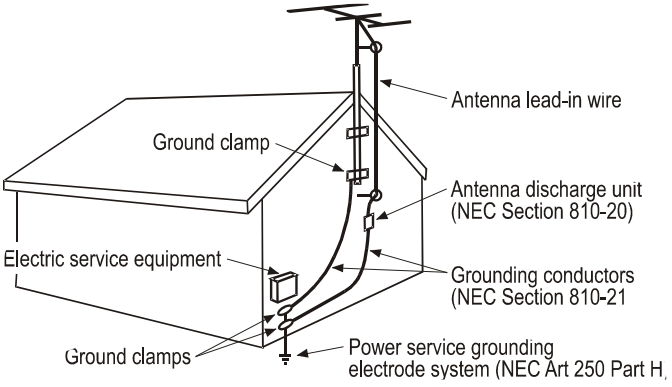
CAUTION - TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, FULLY INSERT.

ATTENTION: POUR EVITER LES CHOCS ELECTRIQUES, INTRODUIRE LA LAME LA PLUS LARGE DE L .

NEC (National Electrical Code) Standards

A Note for the Cable Television (CATV) Installer
This reminder is to call the CATV system installer's attention to Article 820-40 of the NEC that provides guidelines for proper grounding and in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.

Antenna Grounding Outside the House
If an outside antenna is connected to the receiver, be sure the antenna system is grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper grounding of the lead-in wire to an antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode. See diagram below.



Cable TV Coaxial Cable, Satellite Dish Cables and Television Antennas should be grounded BEFORE the point of entry into the house.

Always observe proper antenna or satellite dish grounding techniques. When lightning strikes, there is always the possibility that your antenna or dish (mounted high on the roof) can become a conduit for lightning and electrically damage any equipment to which it's connected. Additionally, proper grounding offers safety to the people using the audio/video system in the event of an electrical problem.

Unpacking the PRE-1

All Sherbourn preamplifiers are double boxed to survive the rigors of long distance shipping and arrive to you undamaged. The outer box may show wear and tear, but this is no cause for alarm. The outer box's purpose is to protect the inner box. If the inner looks heavily damaged, and you are concerned about damage to the preamplifier, please call Sherbourn Technical Support at 978-663-7385.

Inside the laminated inner box, the preamplifier is securely seated between to two reinforced pieces of high-density impact foam. At first glance, the cardboard backing on the foam may give the appearance of a third box, but it is easily lifted to reveal the preamplifier, which is wrapped in static free plastic. The plastic sheeting is tucked underneath the preamplifier and securely taped. It is recommended that the plastic sheeting be removed after the amp is lifted out from the box.

The bottom piece of foam is molded to fit tightly against the preamplifier, but there is a recessed area on each side, allowing you to get your hands under the preamplifier and lift it out of the box.

Inventory: Included with your PRE-1 preamplifier should be an IEC Class 1 two prong power cord and this manual.

It is important to save all the packing materials and the boxes in case your PRE-1 ever needs to be moved or shipped back to the factory for service.

Make sure you keep your sales receipt. It is the only way for Sherbourn to establish the duration of your Limited Warranty and it may come in useful for insurance purposes.

Recording the Serial Number
Please read the serial number located on the rear panel and record it below along with the date of purchase.

Model Number **PRE-1**

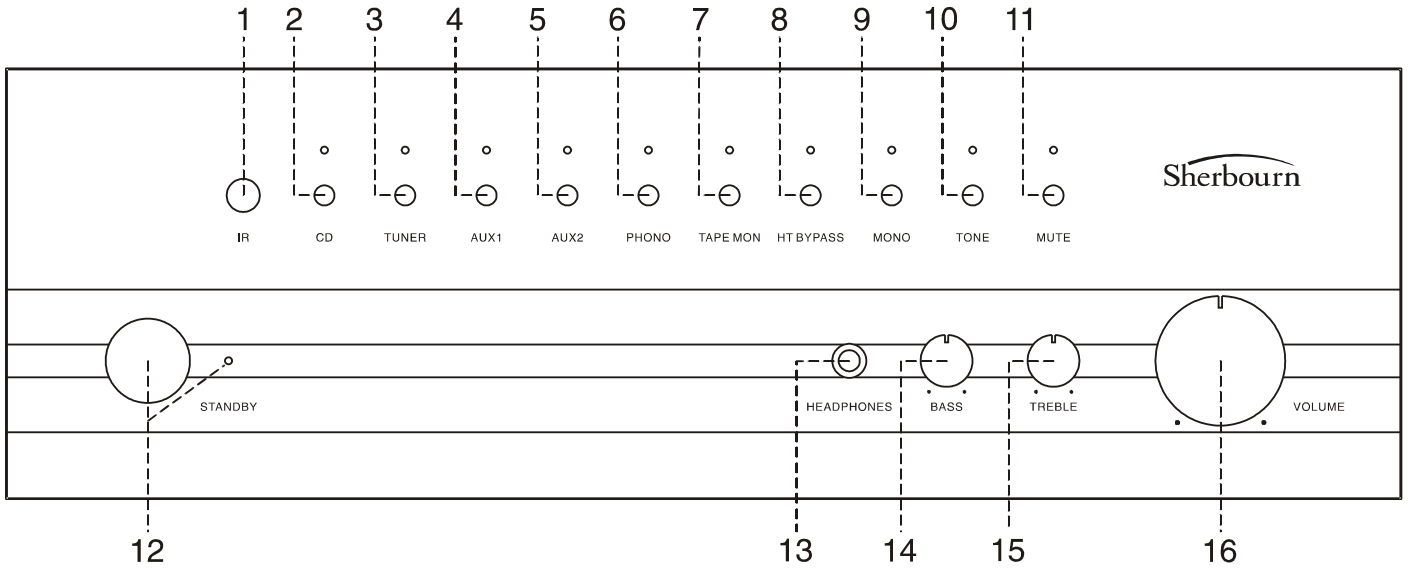
Serial Number _____

Place of Purchase _____

Date of Purchase _____

PRE-1 Features

- Precision low noise phono input with moving magnet or moving coil capability
- Seven stereo inputs with precision instrumentation grade relay switching
- Microprocessor controlled pure analog signal path
- Full remote control operation
- Completely integrated bass manager for 2.1 operation with variable frequency stereo high pass and mono low pass outputs
- Independent full range outputs (available simultaneously with 2.1 output)
- Gold plated discrete RCA connectors for all inputs and outputs
- Low Pass / High Pass filters 12dB /Octave slope
- Tape monitor loop
- Home Theater Bypass
- Stereo / Mono switching
- Large format precision film volume potentiometer with motorized control
- Headphone output
- Illuminated input indicators (Halo Backlit)
- 12V trigger output
- IEC power inlet, 120/230 VAC user configurable



Front Panel Layout

Input Indicator LEDs
LEDs above each selectable button illuminate when the labeled function is engaged. All of the labeled indicators are available as remote commands.

1. I/R Receiver Window
Point the remote at this window for operation of the PRE-1 by remote.

2. CD Player Source Selection Button
Selects a properly connected CD Player as input source.

3. Tuner Source Selection Button
Selects a properly connected Tuner as input source.

4. Auxiliary 1 Source Selection Button
Selects any 2 channel audio device with analog outputs connected to the AUX 1 inputs as input source.

5. Auxiliary 2 Source Selection Button
Selects any 2 channel audio device with analog outputs connected to the AUX 2 inputs as input source.

6. Phono Source Selection Button
Selects a properly connected turntable as input source.

7. Tape Monitor button
This 'loop' connects an external recording device to the PRE-1 Preamplifier via RCA outputs and inputs. While this traditionally has been a cassette player or DAT player, this connection could also be a hard drive based recording device as long as the input and output connections are analog RCA audio connections.

8. HT Bypass Button
Push to bypass all of the preamp functions of the PRE-1, allowing the PRE-1 to be a pass through for left channel, right channel and subwoofer controlled by an external multi-channel or 'home theater' processor.

9. Mono Button
Push to combine left and right (L+R) channels of the PRE-1.

10. Tone Button
Activates or bypasses use of treble and bass controls.

11. Mute Button
Push to mute the PRE-1.

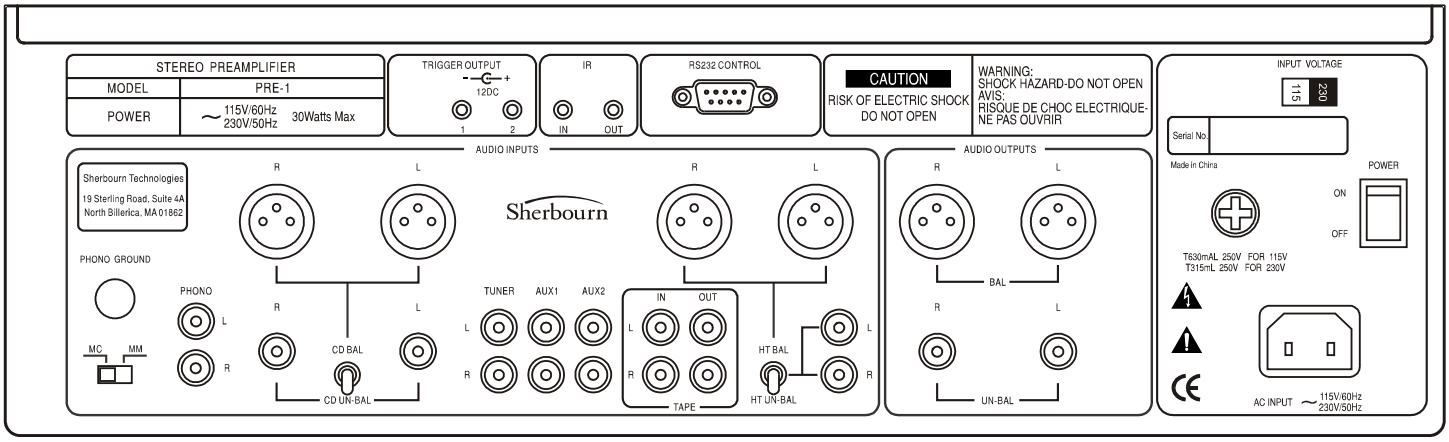
12. Power Button and standby LED
The power button is a non-latching momentary button that turns the PRE-1 on or off. On indicates with a blue LED. Off indicates with red LED.

13. Headphone Jack
Standard 1/4" gold-plated headphone jack is provided on the front panel.

14. Bass Control Knob
Increases or decreases bass level.

15. Treble Control Knob
Increases or decreases treble level.

16. Motorized Volume Control Knob
Motorized precision film pot volume control is adjustable manually or with remote.



Rear Panel Layout

1. TRIGGER OUTPUT
Allows a mono to mono 3.5mm cable to remotely trigger another device on and off, along with the PRE-1. Current is limited to 500mA, which is sufficient to trigger two devices. For triggering more devices, you may want to use a separate triggering device, like the Sherbourn ET-3.

2. PHONO INPUT Section (clockwise from top left)

- Phono Ground
- Left and Right channel RCA inputs
- MC/MM Switch. Use this switch to select your cartridge type. MC for Moving Coil or MM for Moving Magnet.

3. AUDIO Section (from left to right)

- CD Player inputs (Switchable Balanced or Unbalanced)
- Tuner inputs
- Auxiliary 1 inputs - Suitable to connect to any audio device with Left and Right analog outputs.
- Auxiliary 2 inputs - Suitable to connect to any audio device with Left and Right analog outputs.

4. TAPE INPUT/OUTPUT
A tape loop is provided for recording 2-channel source material from a Cassette, DAT or a Hard Disk Audio device with analog outputs.

5. HT INPUT (Home Theater) Switchable Balanced or Unbalanced
Allows the PRE-1 to connect to an external multi-channel/home theater processor. This connection is disengaged when the PRE-1 is in normal mode, but becomes active when the HT BYPASS button is selected on either the PRE-1 front panel or remote control. In HT BYPASS mode, this connection becomes active and the PRE-1 becomes a pass-through for the left, right, and subwoofer channels. This is a true 'straight wire' pass-through - what comes in is what goes out. This signal is sent into the HT Inputs (L, R, Sub), and is only present on the High Pass and Subwoofer Outputs.

NOTE: HT INPUTS are only active when the PRE-1 is on. ALL PRE-1 functions become disabled in HT BYPASS mode, allowing the external processor to control volume, EQ, etc.

AUDIO OUTPUT SECTION

6. Balanced Output
Balanced (XLR) connection for left and right speakers.

7. RCA Outputs
Standard RCA connections for left and right speakers.

8. Main Power Switch
This rocker switch provides the master power for the PRE-1. After it is in the ON position, the PRE-1 can be turned on manually from the front panel switch, remote control, or automatically with the trigger input via a 3.5mm input jack.

9. Power Receptacle Uses standard IEC power cord.

Remote Control

The PRE-1 has a dedicated remote control that offers discrete buttons for most of the critical PRE-1 controls.

1. Power Buttons
Discrete buttons to turn the PRE-1 on and off, as indicated.

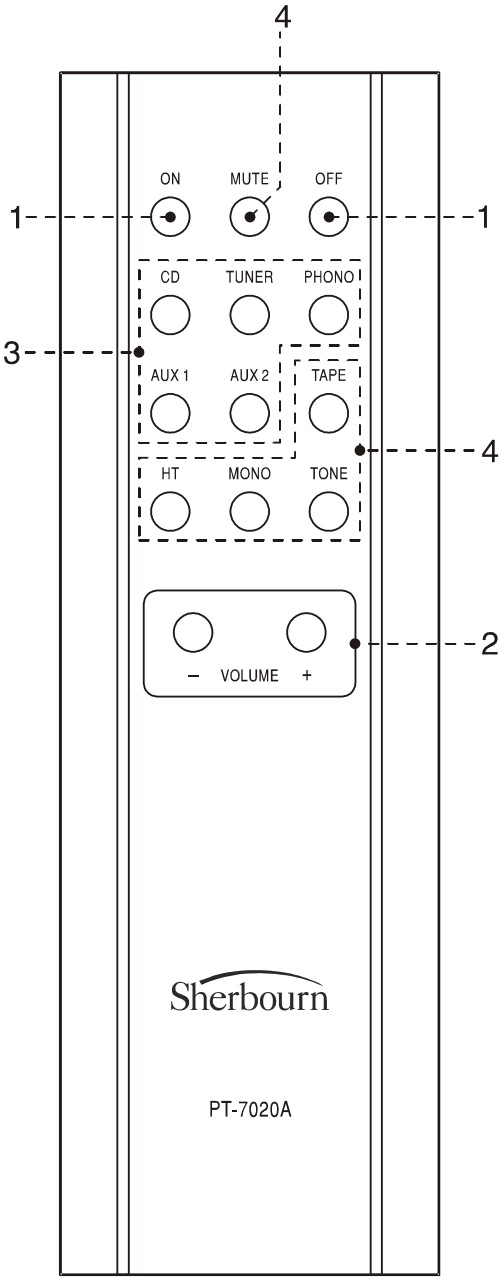
2. Volume Controls
Applies continuous increase (+) or decrease (-) in volume levels while buttons are held down. The PRE-1 volume knob moves in correspondence with these controls.

3. Source Selection Buttons
These buttons select the various PRE-1 source inputs. LEDs on the front panel of the PRE-1 will light in correspondence with the selected input.

- CD - selects CD player input as source.
- PHONO - selects Phono input as source.
- TUNER - selects Tuner input as source.
- AUX 1 - selects Aux 1 input as source.
- AUX 2 - selects Aux 2 input as source.

4. Mode Buttons
Select the indicated function for the PRE-1. Front panel LEDs light in correspondence with the selected mode.

- MONO - switches audio output from stereo to mono. Pressing a second time restores signal to stereo (default).
- TAPE - Push to select the inputs on the Tape Monitor section to pass through the outputs of the tape monitor section. When not selected, any selected input passes through the output of the Tape Monitor output.
- HT (Home Theater Bypass) -When pushed, the HT Input connections will pass through the PRE-1, allowing the left channel, right channel and subwoofer to be controlled by a connected multi-channel processor, bypassing the PRE-1 completely.
- TONE – Allows one to activate or deactivate the bass/treble controls.
- MUTE - mutes the PRE-1.



Changing the Battery
The PRE-1 remote is powered by 2 AAA batteries. To add fresh batteries, press in the battery cover tab, remove the battery cover, exchange the batteries and orient the negative and positive ends as indicated by the images in the battery compartment. Sherbourn recommends using alkaline batteries.

Connecting Audio Source Units

The PRE-1 can connect to up to seven different audio devices, using standard RCA analog connectors.

PHONO
Connects to a turntable using standard RCA type connectors. Connect the Left output on the turntable to the Left input of the PHONO INPUT section on the PRE-1, and the Right output to the Right input of the PHONO INPUT section of the PRE-1.

Also note the connection of the chassis ground tab between the turntable and preamplifier. This is necessary for audio signal reference so the PRE-1 processes signal from the turntable with minimal unwanted noise.

Select the type of cartridge, either high output Moving Magnet (MM) or low output Moving Coil (MC) by moving the switch to the appropriate positions.

If you are not sure which type of cartridge you have, select MM first and then if the noise level is too high, try selecting MC instead.

The PHONO input is not designed for line level sources such as CD players or other devices. Please ONLY connect turntables with Moving Magnet or Moving Coil needle cartridges to this input to avoid damage.

If you are using a separate preamplifier for your turntable, do not use the PRE-1 Phono input section. Use either the AUX1 orAUX2 inputs. The PRE-1 Phono input is a high gain input, and turntable preamplifiers have high gain output. Combining the two would result in an extremely high gain signal that would cause unwanted distortion.

CD
Connects to a CD player using standard RCA type connectors. Connect the Left output on the CD player to the Left input of the CD INPUT section of the PRE-1, and the Right output on the CD player to the Right input of the CD INPUT section of the PRE-1.

* This is not a dedicated input, and can be used as an input for a device other than a CD player.

TUNER
Connects to a Tuner using standard RCA type connectors. Connect the Left output on the Tuner to the Left input of the TUNER section of the PRE-1, and the Right output on the Tuner to the Right input of the TUNER section of the PRE-1.

* This is not a dedicated input, and can be used as an input for a device other than a Tuner.

AUX1 & AUX2
These inputs can be used with most 2 channel audio source devices, including DVD players, personal computers, portable media players, MP3 players/docks, etc. Depending on the type of media player and/or docking station available, direct RCA outputs may not be available, so a 1/8" stereo mini jack to RCA adapter may be necessary to complete the connection. Analog outputs on the audio devices are necessary to connect to the PRE-1.

TAPE
This 'loop' connects an external recording device to the PRE-1 preamplifier via RCA outputs and inputs. While this traditionally has been a cassette player or DAT player, this connection could also be a hard drive based recording device as long as the input and output connections are analog RCA audio connections.

To enable the tape monitor loop you must connect to the inputs AND outputs on the PRE-1 labeled "TAPE" on the rear panel. To engage the tape monitor loop, select TAPE from the PRE-1 front panel or remote.

Please note -these outputs are unaffected by any external signal processing.

To engage the recording device, first press TAPE from the front panel or remote and then it will allow you to "monitor" the audio that the recording device will record. When you are ready to record, engage the recording device.

HT INPUT
Connects to an external multi-channel, or 'home theater' processor using standard RCA type analog connectors. Connect left, right, and subwoofer (if your front speakers are not full range) analog outputs on the processor to the PRE-1 HT inputs. When the HT BYPASS button is selected, all PRE-1 functions are disabled, and it becomes a pass-through for the connected external processor. The HT inputs are only active when the PRE-1 is on.

Connecting To Amplifiers and Speakers
When connecting to amplifiers and speakers, make sure to use the properly labeled left channel, right channel and subwoofer connections.

Check to make sure that you have connected the proper cables in the proper sequence:

- Left and right channel PRE-1 outputs (either full range or High Pass) into left and right channel amplifier inputs.
- Left and right channel amplifier outputs to left and right speakers.
- PRE-1 subwoofer outputs for powered subwoofer inputs.

NOTE: Do not connect speakers directly to the PRE-1.

Also use high quality, 100% shielded, oxygen free copper cables.

Trigger Connections
12VDC trigger used to remotely trigger a connected device on and off. Please ensure that the total of the loads connected to this trigger do not exceed 500mA.

Troubleshooting Guide

The Sherbourn PRE-1 is expertly designed and built to provide years of trouble-free performance. Most problems that occur can usually be solved by checking your connections or making sure that the audio and video components connected to the PRE-1 are on and fully operational. The following information will help you deal with common problems you may experience during initial use of your unit. If problems persist, contact Sherbourn's service department for assistance.

No Sound (from one or more full range speakers)

- Speaker cables may have come undone from the amplifier. Turn off your system and check the speaker cables, and tighten the binding posts.
- Audio output cables that connect PRE-1 to the amplifier(s) may not have a good connection. Turn off your system and check all audio cable connections.
- An audio cable may have an internal break. Switch cable with a different channel to see if the problem migrates to a different channel or stays in the affected channel(s).
- The correct input is not currently selected.
- The mute switch is on.
- The outputs on high pass and low pass channels may be accidentally reversed. Check that the correct output feeds the intended amplifier.

No Low Frequency (or poor output)

- The powered subwoofer's amplifier is off or its input level controls are set low.
- Adjust the crossover on the subwoofer or PRE-1.
- Adjust the physical location of your subwoofer.

Sound Drops Out with CD or DVD Playback

- Make sure the disc is not dirty or scratched.
- *Some* inexpensive players and changers tend to mistrack more often than you would like.

Remote Not Working

- Make sure the AAA batteries are not dead or installed incorrectly.
- Make sure that the PRE-1 front panel receiver window is not obstructed.

External Amplifier(s) Shut Down (Often or Prematurely)

- Make sure each speaker's average impedance is not less than your amplifiers can safely handle.
- The amplifier(s) have good ventilation, no vents are covered.
- Try using your left and right speakers with the High Pass filter, allowing a more efficient use of the amplifier's power.
- Check that the amplifier(s) power output is a good match for your speakers. If your speakers are inefficient, consider using larger power amplifiers.
- Make sure all wiring is correct and there are no shorts. If wires have been run under carpet, under base boards (or along tack strips) there is a possibility they can easily be shorted by sharp edges or something that punctures the insulation. Also, if your wiring is in the walls - make sure that there was not an accidental "staple" puncture from securing wiring to framing studs or wall/floor joists. This evaluation is easily done with an Ohm meter.

Remotely Connected External Amplifier(s) Do Not Turn Off with PRE-1
Check the following:

- Make sure the 1/8" plug is connected between PRE-1 trigger output and the amplifier(s) trigger input(s).
- Make sure the total consumption of the connected devices do not exceed 500mA
- If you have spliced the plug to one or more amplifier turn on inputs, remember the center pin is positive and the outer shield is negative. This output is 12VDC.

"Hum" Noises
This problem is more than likely caused by a "ground loop" in your system, rather than a fault in the PRE-1. Follow these steps to isolate the main cause of the hum; there may even be more than one. Remember to turn off all components in your system (including the PRE-1) before disconnecting or connecting any cables.

Disconnect the following items in order, and check each time if the hum has gone away:

- Disconnect all cables which come from outside the room, such as cable TV, satellite TV, or roof top antennas. Make sure that they are disconnected where they first enter the room, so they are making no connection to the PRE-1, the TV, or any other component. If the hum is caused by the cable TV line, you will need a "ground loop isolator." This is an inexpensive device fitted in-line with the coaxial cable feed. Contact your cable company or your Sherbourn Dealer for assistance.
- Disconnect any component which has a grounded power cord.
- If the hum persists, disconnect all the source components one at a time from the back of the PRE-1 until you identify the problem. (Ground loop isolators are available for audio lines and video. Ask Sherbourn

for assistance)
- Try moving the speaker cables away from any power cords. Try just one speaker, connecting it to different channels and see if an amplifier channel is bad.
- If you are still having a problem, remember that Sherbourn's technical support staff will assist you.

Other Probable Causes of Speaker Noise
- Speaker noise may also be caused by interference or noise on your AC line. Make sure there are no large appliances sharing the line, halogen lamps, or light-dimming Triac devices.
- Try connecting your system to another AC socket on a separate line.
- If the hum is heard from within the PRE-1 and not through the speakers, this may also be caused by interference on the AC or DC lines. The power transformers may turn this interference into an audible noise. Internal hum can be made worse by a shelf or cabinet resonating, so try moving the PRE-1 to another shelf.
- Try moving your components further away from the TV, especially if you ever notice the screen has changed color in the area closest to the component.
- If you have very high efficiency speakers, these may tend to reveal noises which other speakers do not.

Problems with the whole A/V System
If you are having more complex problems in your overall home entertainment system (not just with the PRE-1 preamplifier/processor), please contact Sherbourn directly for professional installation assistance. These professionals have years of experience with a wide range of home entertainment and products and can offer you assistance in troubleshooting and rectifying problems.

Licensing and Trademark Disclosures

Sherbourn Disclosure
All Rights Reserved. Sherbourn reserves the right to make improvements to its products at any time. Therefore, the specifications of the product and the specific details of this manual are subject to change at any time.

Technical Specifications

Preamp Audio Section

Phono Input:
Moving Coil – 240 ohm
Moving Magnet – 47k ohm

Input Impedance Line In: 47K ohm +/-5%

Signal-to-Noise Ratio (rel 2V out): >116dB (ref 2V)

Distortion: < 0.005% 20Hz - 20kHz with 80kHz measurement bandwidth

Frequency Response: 5Hz - 80kHz, with less than 0.05dB of deviation

Line Out Frequency Response: 5Hz - 80kHz, with less than 0.05dB of deviation

Maximum Line Out Level: 9V RMS

Ground Floor Noise Level: > 20uV

Channel Separation @ 1kHz: > 80dB (same as line)

Built In Filters:
High Pass = Variable 50Hz or 250 Hz @ 12dB/Octave
Low Pass = Variable 50Hz or 250 Hz @ 12dB/Octave, Summed L+R Mono

Other Details

Trigger Output: 12 VDC, 3.5mm jack, Center Pin is Positive / Current Load <120mA

Electrical Power Requirement: 115VAC, 60Hz or 230VAC, 50-60Hz User Selectable

Raw Weight: 14 Ibs

Dimensions:
- Width: 17 inches
- Depth: 14 inches (including RCA jack extension)
- Height: 3.75 inches (faceplate only) - 4.25 inches including feet

Five Year Limited Warranty

Subject to the terms and conditions stated below, Sherbourn Technologies, Inc. (Sherbourn) warrants to the original owner that this model PRE-1 Preamplifier shall be free from defects in workmanship or materials for a term of five (5) years from its date of purchase from an Authorized Sherbourn Dealer. Transfer of this product by its original owner (the 'Owner') will automatically terminate this Warranty regardless of when occurring.

In the event of any defect covered by this warranty, Sherbourn shall provide all parts, materials, and labor necessary to restore the Product to its original specifications, and shall return the Product to its owner at Sherbourn's expense. In the alternative, Sherbourn may at its sole option either replace the Product without charge, or if its replacement is not commercially practicable or repair or replacement cannot be accomplished within a reasonable time, Sherbourn may refund the purchase price of the Product, subject where appropriate to reasonable depreciation for actual use in accordance with applicable laws, in full satisfaction of its warranty obligations.

Sherbourn's sole obligation under this warranty shall be to repair or replace the product, or at its option refund the purchase price, as provided for hereinabove. Sherbourn does not warrant against, nor shall it be liable for, any of the following: removal or installation charges, shipping expenses to Sherbourn or its authorized service facility, loss of use, property damage of any kind, or other incidental or consequential damage or losses of any kind.

Note: Some states do not allow exclusion or limitation of consequential damages, so the foregoing exclusions may not apply to you.

This warranty does not cover any of the following: (a) cabinetry, trim, or other appearance items (except where they are defective at the time of original sale and the Product is delivered for repair within the first thirty days (30) thereafter): (b) failures arising from accident, catastrophe, misuse, neglect, or failure to properly connect and operate the product in accordance with the accompanying instruction: (c) failures arising from improper installation of the Product or incompatibility of other components in the system of which the Product is a part: (d) failures of any kind in products (i) which have been purchased from other than Authorized Sherbourn dealers, or (ii) which evidence any tampering, alteration, or attempted servicing by anyone other than Sherbourn or an Authorized Sherbourn Service Facility; and Sherbourn shall have no liability or obligation of any kind with respect to any of the foregoing losses types of failures.

To obtain service under this Warranty, the Owner must first obtain from Sherbourn a Return Authorization Number, and must then, at the owner's expense (i) arrange for any necessary de-installation of the Product, and (ii) deliver or ship the Product, properly packaged and clearly identified with the Return Authorization Number, prepaid, and insured, to Sherbourn at the address shown below, or to an Authorized Sherbourn Service Facility. In addition, the Owner must provide evidence that the Product is at the time of delivery within the scope of this Warranty, by including the ORIGINAL dated sales receipt with the Product when submitted for repair. Safeguard your original sales receipt, as it may be required to validate Warranty coverage

The owner is solely responsible for payment of all expenses for removing the Product from its installation, delivering it to Sherbourn or an Authorized Sherbourn Service Facility, and reinstalling it following repair, as well as for any repairs made to Products which are subject to the exclusions noted above.

In order to learn the name and address of the nearest Authorized Sherbourn Service Facility, obtain a Return Authorization Number and shipping instructions, or obtain answers to any other questions you may have concerning this Warranty, you may telephone Sherbourn between the hours of 9:00 am and 5:00 pm Eastern Standard Time, Monday through Friday at (978) 663-7385, or write to our Service Department at Sherbourn Technologies, Inc., 19-4A Sterling Road, North Billerica, MA 01862.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

If this product has been purchased outside of the United States of America, you should contact your local dealer or distributor to determine the warranty coverage provided in your country.

Sherbourn

Sherbourn Technologies, Inc.,
19-4A Sterling Road, North Billerica MA 01862
Tel (978) 663-7385
Fax (978) 663-7389
Web www.sherbourn.com